

# EXHIBIT H



**Mt.Gox Co., Ltd.**

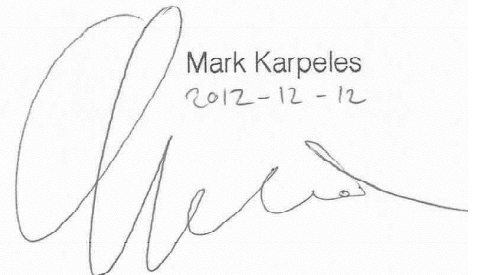
Round Cross 5F, Shibuya 2-11-6,  
Shibuya-ku Tokyo, Japan 150-0002  
[info@mtgox.com](mailto:info@mtgox.com)  
[www.mtgox.com](http://www.mtgox.com)

DECLARATION OF MARK KARPELES CERTIFYING RECORDS OF  
REGULARLY CONDUCTED BUSINESS ACTIVITY

I, the undersigned, Mark Karpeles, declare that:

1. I am employed by Mt.Gox Co., Ltd. as CEO and by reason of my position am authorized and qualified to make this declaration.
2. I further certify that the documents submitted herewith are true copies of records that were:
  - (a) made at or near the time of the occurrence of the matters set forth therein, by, or from information transmitted by, a person with the knowledge of those matters;
  - (b) kept in the course of regularly conducted business activity; and
  - (c) made by the regularly conducted business activity as a regular practice.
3. I understand that a false statement in this declaration could subject me to criminal penalty under the laws of Japan.

I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct. Executed on December 12, 2012 at Tokyo Japan

  
Mark Karpeles  
2012-12-12

# Texas



*Signature*

4a DI **19295421** 9 Class **C**  
4a Iss **07/05/2011** 4b Exp **09/21/2016**

3 DOB **[REDACTED] 1982**

1 SHAVERS  
2 TRENDON T

8



12 Restrictions **A**

9a End **NONE**

16 Hgt **5-11**

15 Sex **M**

18 Eyes **GRN**

5 DD **18112130173025315950**

P.O.BOX105378  
ATLANTA,GA30348

ManageYourAccount&ViewYourUsageDetails	AccountNumber	DateDue
MyVerizonatwww.verizonwireless.com	0001	PastDue
	InvoiceNumber	6668129259

KEYLINE  
/

TRENDANSHAVERS  
[REDACTED]

## QuickBillSummary

Nov11-Dec10

PreviousBalance (seebackfordetails)	\$412.33
Payment—ThankYou	-\$204.18
<b>BalanceForwardDueImmediately</b>	<b>\$208.15</b>
AccountChargesandCredits	
IncludesLateFeeof\$5.00	\$5.00
MonthlyAccessCharges	\$174.95
UsageCharges	\$.20
VerizonWireless' Surcharges andOtherCharges&Credits	\$58.28
Taxes,GovernmentalSurcharges&Fees	\$18.68
<b>TotalCurrentChargesDuebyJanuary05,2012</b>	<b>\$257.11</b>

**TotalAmount Due \$465.26**

### ChangesToYourBill

Lastmonthwemadesomechangesto  
yourbillandprovidedinformational  
detailsaboutthechanges.Pleasesee  
themessageintheNeed-to-Know  
Informationsectionfordetails.

Ourrecordsindicateyouraccountispastdue.Pleasesendpaymentnowtoavoidservicedisruption.

PayfromWireless	PayontheWeb	Questions:
#PMT(#768)	MyVerizonatwww.verizonwireless.com	1.800.922.0204or*611fromyourwireless

VE

BillDate December10,2011  
AccountNumber [REDACTED]0001  
InvoiceNumber 6668129259

## TotalAmountDue

MakecheckpayabletoVerizonWireless.  
Pleasereturnthisremitslipwithpayment.

\$465.26

\$ [ ] [ ] [ ] . [ ] [ ]

POBOX660108  
DALLAS,TX75266-0108

/7526601085/



Check here and fill out the back of this slip if your billing address  
has changed or you are adding or changing your email address.

6668129259010711984016000010000257110000465263

NOTICE: Bank account and routing numbers will be retained to enable future payments by phone or online. To opt out, call 1-866-544-0401.

SEC-MtGox-E-0000007



InvoiceNumber	AccountNumber	DateDue	Page
6668129259	0001	PastDue	2of18

GetMinutesUsed	GetDataUsed	GetBalance
#MIN+SEND	#DATA+SEND	#BAL+SEND

## Explanation of Charges

### Verizon Wireless' Surcharges

Verizon Wireless' Surcharges include charges to recover or help defray costs of taxes and of governmental charges and fees imposed on us, including a Regulatory Charge (which helps defray costs of various regulatory mandates, including government number administration and license fees) and a Federal Universal Service Charge (and, if applicable, a State Universal Service Charge) to recover costs imposed on us by the government to support universal service, and may include other charges also related to our governmental costs. It also includes an Administrative Charge, which helps defray certain costs we incur, currently including (i) charges we, or our agents, pay local telephone companies for delivering calls from our customers to their customers, (ii) fees and assessments on network facilities and services, and (iii) certain costs and charges associated with proceedings related to new cell site construction. Please note that these are Verizon Wireless charges, not taxes. These charges, and what's included, are subject to change from time to time.

### Taxes, Governmental Surcharges and Fees

Includes sales, excise and other taxes and governmental surcharges and fees that we are required by law to bill customers. These taxes, surcharges and fees may change from time to time without notice.

### Late Fee Information

A late payment applies for unpaid balances. The charge is the greater of \$5 or 1.5% per month, or as permitted by law.

### Verizon Wireless' Other Charges and Credits

Includes charges for products and services, and credits owing.

## Payments

**Previous Balance** **\$412.33**

### Payment—Thank You

Payment Received 11/30/11 **–204.18**

**Total Payments** **–\$204.18**

**Balance Forward Due Immediately** **\$208.15**

## Account Charges and Credits

Late Fee **5.00**

**Subtotal** **\$5.00**

### Account Monthly Access Charges

Nationwide Talk Share 1400 11/11–12/10 **70.00**

**Subtotal** **\$70.00**

**Total Account Charges and Credits** **\$75.00**

**Correspondence Address: Verizon Wireless P.O. Box 105378 Atlanta, GA 30348**

Automatic Payment Enrollment for Account: 711984016-00001 TRENDANSHAVERS

By signing below, you authorize Verizon Wireless to electronically debit your bank account each month for the total balance due on your account. The check you send will be used to setup Automatic Payment. You will be notified each month of the date and amount of the debit 10 days in advance of the payment. I understand and accept these terms. This agreement does not alter the terms of your existing Customer Agreement. I agree that Verizon Wireless is not liable for erroneous bill statements or incorrect debits to my account. To withdraw your authorization you must call Verizon Wireless. Check with your bank for any charges.

1. Check this box.

2. Sign name in box below, as shown on the bill and date.

3. Return this slip with your check for this month's payment.

Changing your billing address for Account: 711984016-00001 TRENDANSHAVERS

Use this space or sign into My Verizon at [www.verizonwireless.com](http://www.verizonwireless.com) to change the mailing address where we send your bill. If we do not have your most recent email address, provide it below and we'll use it to tell you important information about your Verizon Wireless service. Allow 2 billing cycles for the address change to take effect.

New Address \_\_\_\_\_

City \_\_\_\_\_

State/Zip \_\_\_\_\_

Daytime Phone \_\_\_\_\_ Evening Phone \_\_\_\_\_

Email \_\_\_\_\_

### PLACE OF PRIMARY USE (PPU)

The home or business mailing address indicated to the left is for the person using the phone(s) and is the person's residential street address or primary business address.

\_\_\_ YES \_\_\_ NO If "NO" or for multi-line accounts with more than one PPU address, please contact our Customer Service Department or visit our website to change the user's PPU address.

InvoiceNumber	AccountNumber	DateDue	Page
6668129259	[REDACTED]	0001	PastDue 3 of 18

## Overview of Lines

### Your Account's Plan

#### NationwideTalkShare1400

\$70.00 monthly access charge  
 1400 monthly allowance minutes  
 \$.40 per minute after allowance  
 Unlimited Nights and Weekend  
 Unlimited National M2M

#### Friends & Family

Unlimited calling to 10 numbers

### Breakdown of Charges

Account Charges & Credits	pg 2	\$75.00
[REDACTED]-3339 Trendan Shavers	pg 4	\$64.74
[REDACTED]-4063 Trendan Shavers	pg 7	\$39.67
[REDACTED]-7666 Trendan Shavers	pg 13	\$77.70
<b>Total Current Charges</b>		<b>\$257.11</b>

### Breakdown of Shared Usage

	Share Plan Minutes Used
[REDACTED]-3339 pg 4	55
[REDACTED]-4063 pg 7	97
[REDACTED]-7666 pg 13	290
<b>Total Used</b>	<b>442</b>
<b>Shared Allowance</b>	<b>1,400</b>
<b>Overage</b>	<b>0</b>
<b>Total Shared Usage Charges</b>	<b>\$ .00</b>

InvoiceNumber	AccountNumber	DateDue	Page
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**SummaryforTrendanShavers:██████████****YourPlan**

**NationwideTalkShare1400**  
(seepg3)

**Email&WebUnlimited**  
\$29.99monthlyaccesscharge  
Unlimited monthly kilobyte

Havemorequestionsaboutyourcharges?  
GetdetailsforallyourUsageChargesat  
[www.verizonwireless.com](http://www.verizonwireless.com).SignintoMy  
VerizonandgotoMyBillandclickonUsage  
Details.

**Charges****MonthlyAccessCharges**

LineAccess11/11–12/10	9.99
\$9.99/mo/ fullmonth onnewplan	
Email&WebUnlimited11/11–12/10	29.99
	<b>\$39.98</b>

**UsageCharges**

Voice		Allowance	Used	Billable	Cost
SharePlan	minutes	1400 (shared)	55	---	---
Friends&Family	minutes	---	131	---	---
MobiletoMobile	minutes	unlimited	43	---	---
Night/Weekend	minutes	unlimited	61	---	---
TotalVoice					\$ .00

**Messaging**

Text–Rcv'd	messages	---	1	1	.20
TotalMessaging					\$ .20

**Data**

KilobyteUsage	kilobytes	unlimited	2655	---	---
TotalData					\$ .00

**TotalUsageCharges** **\$ .20**

**VerizonWireless'Surcharges +**

FedUniversalServiceCharge	1.65
RegulatoryCharge	.16
AdministrativeCharge	.83
TXFranchiseSurchg	.28
TexasUniversalService	1.38

**OtherChargesandCredits**

CellularService–Reconnect	15.00
	<b>\$19.30</b>

**Taxes,GovernmentalSurchargesandFees +**

TXState911Fee	.50
TXStateSalesTax	3.61
McKinneyCitySalesTax	1.15
	<b>\$5.26</b>

**TotalCurrentChargesfor214–718–3339** **\$64.74**

+Percentage–basedtaxes,fees,andsurchargesapplytochargesforthislineplusthisline'sshareof accountcharges.

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6668129259	[REDACTED]	0001 PastDue	5of18

## DetailforTrendanShavers:

## Voice

Date	Time	Number	Rate	UsageType	Origination	Destination	Min.	Airtime Charges	LongDist/ OtherChgs	Total
11/11	9:36A	[REDACTED]	Peak	Friends&Family	McKinneyTX	IncomingCL	7	--	--	--
11/12	9:54A	[REDACTED]	Off-Peak	N&W	McKinneyTX	CanalwhstrOH	1	--	--	--
11/12	10:50A	[REDACTED]	Off-Peak	N&W	McKinneyTX	GrandprariTX	3	--	--	--
11/12	10:53A	[REDACTED]	Off-Peak	N&W	McKinneyTX	CanalwhstrOH	1	--	--	--
11/12	11:37A	[REDACTED]	Off-Peak	N&W	McKinneyTX	CanalwhstrOH	1	--	--	--
11/12	12:13P	[REDACTED]	Off-Peak	N&W	McKinneyTX	CanalwhstrOH	1	--	--	--
11/12	2:11P	[REDACTED]	Off-Peak	N&W	McKinneyTX	CanalwhstrOH	1	--	--	--
11/12	2:28P	[REDACTED]	Off-Peak	N&W	McKinneyTX	IncomingCL	9	--	--	--
11/12	7:24P	[REDACTED]	Off-Peak	N&W	McKinneyTX	IncomingCL	5	--	--	--
11/12	7:31P	[REDACTED]	Off-Peak	N&W,CallVM	McKinneyTX	VoiceMailCL	1	--	--	--
11/13	10:00A	[REDACTED]	Off-Peak	N&W	McKinneyTX	GrandprariTX	5	--	--	--
11/14	2:15P	[REDACTED]	Peak	Friends&Family	McKinneyTX	CanalwhstrOH	1	--	--	--
11/14	2:35P	[REDACTED]	Peak	Friends&Family	McKinneyTX	IncomingCL	17	--	--	--
11/14	6:22P	[REDACTED]	Peak	PlanAllow	McKinneyTX	NomesquiteTX	2	--	--	--
11/15	5:55P	[REDACTED]	Peak	PlanAllow,CallVM	McKinneyTX	VoiceMailCL	1	--	--	--
11/15	5:56P	[REDACTED]	Peak	PlanAllow	McKinneyTX	NomesquiteTX	2	--	--	--
11/16	8:30A	[REDACTED]	Peak	PlanAllow	McKinneyTX	IncomingCL	1	--	--	--
11/16	1:33P	[REDACTED]	Peak	M2MAIallow	McKinneyTX	IncomingCL	1	--	--	--
11/16	4:37P	[REDACTED]	Peak	Friends&Family	McKinneyTX	IncomingCL	7	--	--	--
11/18	9:15A	[REDACTED]	Peak	PlanAllow	McKinneyTX	NomesquiteTX	1	--	--	--
11/18	9:19A	[REDACTED]	Peak	PlanAllow	McKinneyTX	NomesquiteTX	2	--	--	--
11/18	9:22A	[REDACTED]	Peak	PlanAllow,CallVM	McKinneyTX	VoiceMailCL	1	--	--	--
11/18	9:25A	[REDACTED]	Peak	PlanAllow,CallVM	McKinneyTX	VoiceMailCL	1	--	--	--
11/18	9:25A	[REDACTED]	Peak	PlanAllow	McKinneyTX	McKinneyTX	2	--	--	--
11/18	9:36A	[REDACTED]	Peak	PlanAllow	McKinneyTX	RichardsonTX	1	--	--	--
11/18	9:39A	[REDACTED]	Peak	M2MAIallow	McKinneyTX	GrandprariTX	2	--	--	--
11/18	12:54P	[REDACTED]	Peak	M2MAIallow	McKinneyTX	IncomingCL	4	--	--	--
11/18	3:53P	[REDACTED]	Peak	Friends&Family	McKinneyTX	IncomingCL	13	--	--	--
11/18	4:09P	[REDACTED]	Peak	PlanAllow	McKinneyTX	GrandprariTX	2	--	--	--
11/18	4:12P	[REDACTED]	Peak	PlanAllow	McKinneyTX	IncomingCL	2	--	--	--
11/19	11:23A	[REDACTED]	Off-Peak	N&W,CallVM	McKinneyTX	VoiceMailCL	1	--	--	--
11/19	3:05P	[REDACTED]	Off-Peak	N&W	McKinneyTX	McKinneyTX	1	--	--	--
11/20	6:25P	[REDACTED]	Off-Peak	N&W	McKinneyTX	IncomingCL	3	--	--	--
11/20	6:31P	[REDACTED]	Off-Peak	N&W	McKinneyTX	GrandprariTX	1	--	--	--
11/21	4:41P	[REDACTED]	Peak	PlanAllow,CallVM	McKinneyTX	VoiceMailCL	1	--	--	--
11/21	4:42P	[REDACTED]	Peak	Friends&Family	McKinneyTX	GrandprariTX	9	--	--	--
11/21	8:53P	[REDACTED]	Peak	PlanAllow	McKinneyTX	IncomingCL	2	--	--	--
11/22	6:09P	[REDACTED]	Peak	PlanAllow,CallVM	McKinneyTX	VoiceMailCL	1	--	--	--
11/22	6:10P	[REDACTED]	Peak	PlanAllow	McKinneyTX	McKinneyTX	1	--	--	--
11/23	1:18P	[REDACTED]	Peak	PlanAllow,CallVM	McKinneyTX	VoiceMailCL	1	--	--	--
11/23	2:25P	[REDACTED]	Peak	PlanAllow,CallVM	McKinneyTX	VoiceMailCL	1	--	--	--
11/23	2:26P	[REDACTED]	Peak	PlanAllow	McKinneyTX	McKinneyTX	1	--	--	--
11/24	10:25A	[REDACTED]	Peak	M2MAIallow	McKinneyTX	IncomingCL	4	--	--	--
11/24	11:14A	[REDACTED]	Peak	Friends&Family	DallasTX	CanalwhstrOH	4	--	--	--
11/24	5:29P	[REDACTED]	Peak	M2MAIallow	McKinneyTX	GrandprariTX	2	--	--	--

InvoiceNumber	AccountNumber	DateDue	Page
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DetailforTrendanShavers:[REDACTED]

## Voice,continued

Date	Time	Number	Rate	UsageType	Origination	Destination	Min.	Airtime Charges	LongDist/ OtherChgs	Total
11/25	10:23A	[REDACTED]	Peak	M2MAIallow	McKinneyTX	GrandprariTX	4	--	--	--
11/25	1:57P		Peak	M2MAIallow	McKinneyTX	IncomingCL	1	--	--	--
11/26	9:16A		Off-Peak	N&W,CalIVM	McKinneyTX	VoiceMailCL	1	--	--	--
11/26	9:17A		Off-Peak	N&W	McKinneyTX	McKinneyTX	2	--	--	--
11/26	9:54A		Off-Peak	N&W	McKinneyTX	NomesquiteTX	2	--	--	--
11/26	9:56A		Off-Peak	N&W	McKinneyTX	DallasTX	3	--	--	--
11/27	1:33P		Off-Peak	N&W,CalIVM	McKinneyTX	VoiceMailCL	1	--	--	--
11/27	1:34P		Off-Peak	N&W	McKinneyTX	GrandprariTX	2	--	--	--
11/27	3:49P		Off-Peak	N&W	McKinneyTX	McKinneyTX	1	--	--	--
11/27	3:49P		Off-Peak	N&W	McKinneyTX	McKinneyTX	1	--	--	--
11/28	1:48P		Peak	PlanAllow,CalIVM	McKinneyTX	VoiceMailCL	1	--	--	--
11/28	1:50P		Peak	Friends&Family	McKinneyTX	GrandprariTX	4	--	--	--
11/29	8:46A		Peak	M2MAIallow	McKinneyTX	GrandprariTX	7	--	--	--
11/29	9:10A		Peak	M2MAIallow	McKinneyTX	IncomingCL	2	--	--	--
11/29	11:56A		Peak	Friends&Family	McKinneyTX	GrandprariTX	1	--	--	--
11/29	4:53P		Peak	PlanAllow,CalIVM	McKinneyTX	VoiceMailCL	1	--	--	--
11/29	4:54P		Peak	Friends&Family	McKinneyTX	GrandprariTX	2	--	--	--
11/30	3:03P		Peak	Friends&Family	DallasTX	IncomingCL	13	--	--	--
12/01	3:45P		Peak	Friends&Family	McKinneyTX	CanalwhstrOH	14	--	--	--
12/02	3:35P		Peak	PlanAllow	McKinneyTX	McKinneyTX	3	--	--	--
12/04	5:29P		Off-Peak	N&W,CalIVM	McKinneyTX	VoiceMailCL	1	--	--	--
12/05	9:33A		Peak	M2MAIallow	McKinneyTX	IncomingCL	7	--	--	--
12/05	12:26P		Peak	PlanAllow	McKinneyTX	GrandprariTX	3	--	--	--
12/05	1:02P		Peak	PlanAllow	McKinneyTX	Toll-FreeCL	12	--	--	--
12/05	1:24P		Peak	PlanAllow	McKinneyTX	PlanoTX	3	--	--	--
12/05	5:36P		Peak	Friends&Family	McKinneyTX	IncomingCL	1	--	--	--
12/05	6:06P		Peak	Friends&Family	McKinneyTX	GrandprariTX	24	--	--	--
12/06	3:58P		Peak	Friends&Family	McKinneyTX	IncomingCL	14	--	--	--
12/07	9:40A		Peak	M2MAIallow	McKinneyTX	GrandprariTX	1	--	--	--
12/07	4:07P		Peak	PlanAllow	McKinneyTX	PlanoTX	1	--	--	--
12/07	4:39P		Peak	PlanAllow	McKinneyTX	IncomingCL	5	--	--	--
12/08	11:45A		Peak	M2MAIallow	McKinneyTX	IncomingCL	3	--	--	--
12/08	11:48A		Peak	M2MAIallow	McKinneyTX	GrandprariTX	5	--	--	--
12/10	11:12A		Off-Peak	N&W	McKinneyTX	IncomingCL	1	--	--	--
12/10	12:35P		Off-Peak	N&W	McKinneyTX	IncomingCL	2	--	--	--
12/10	1:25P		Off-Peak	N&W	FriscoTX	GrandprariTX	7	--	--	--
12/10	1:34P		Off-Peak	N&W	FriscoTX	IncomingCL	3	--	--	--



InvoiceNumber	AccountNumber	DateDue	Page
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**SummaryforTrendanShavers:****YourPlan**

**NationwideTalkShare1400**  
(seepg3)

**PayAsYouUseMegabyteData**  
\$1.99 permegabyte

**250MessageAllowance**  
\$5.00monthlyaccesscharge  
250 monthly message allowance  
\$.10permesssage afterallowance

Have more questions about your charges?  
Get details for all your Usage Charges at  
[www.verizonwireless.com](http://www.verizonwireless.com). Sign into My  
Verizon and go to My Bill and click on Usage  
Details.

**Charges****MonthlyAccessCharges**

LineAccess11/11–12/10	9.99
\$9.99/mo/ fullmonth onnewplan	
250MessageAllowance 11/11–12/10	5.00
	<b>\$14.99</b>

**UsageCharges**

Voice		Allowance	Used	Billable	Cost
SharePlan	minutes	1400 (shared)	97	---	---
Friends&Family	minutes	---	574	---	---
MobiletoMobile	minutes	unlimited	64	---	---
Night/Weekend	minutes	unlimited	236	---	---
TotalVoice					\$ .00

**Messaging**

Text,Picture&Video	messages	250	160	---	---
TotalMessaging					\$ .00

**TotalUsageCharges** **\$ .00**

**VerizonWireless'Surcharges +**

FedUniversalServiceCharge	1.65
RegulatoryCharge	.16
AdministrativeCharge	.83
TXFranchiseSurchg	.28
TexasUniversalService	1.50

**OtherChargesandCredits**

CellularService–Reconnect	15.00
	<b>\$19.42</b>

**Taxes,GovernmentalSurchargesandFees +**

TXState911Fee	.50
TXStateSalesTax	3.61
McKinneyCitySalesTax	1.15
	<b>\$5.26</b>

**TotalCurrentChargesfor469–964–4063** **\$39.67**

+Percentage–basedtaxes,fees,andchargesapplytochargesforthislineplusthisline'sshareof  
accountcharges.

InvoiceNumber	AccountNumber	DateDue	Page
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## DetailforTrendanShavers:

## Voice

Date	Time	Number	Rate	UsageType	Origination	Destination	Min.	Airtime Charges	LongDist/ OtherChgs	Total
11/11	1:00P		Peak	Friends&Family	McKinneyTX	EnnisTX	4	--	--	--
11/11	3:01P		Peak	Friends&Family	McKinneyTX	EnnisTX	1	--	--	--
11/11	4:10P		Peak	Friends&Family	McKinneyTX	EnnisTX	1	--	--	--
11/11	4:21P		Peak	Friends&Family	McKinneyTX	IncomingCL	1	--	--	--
11/11	4:21P		Peak	Friends&Family	McKinneyTX	EnnisTX	5	--	--	--
11/11	5:00P		Peak	M2MAllow	McKinneyTX	IncomingCL	2	--	--	--
11/11	5:20P		Peak	Friends&Family	McKinneyTX	EnnisTX	1	--	--	--
11/11	5:21P		Peak	Friends&Family	McKinneyTX	WaxahachieTX	1	--	--	--
11/11	5:21P		Peak	Friends&Family	McKinneyTX	EnnisTX	17	--	--	--
11/11	6:00P		Peak	M2MAllow	McKinneyTX	GrandprariTX	1	--	--	--
11/11	6:03P		Peak	PlanAllow	McKinneyTX	IncomingCL	1	--	--	--
11/12	10:50A		Off-Peak	N&W	McKinneyTX	IncomingCL	3	--	--	--
11/12	12:52P		Off-Peak	N&W	McKinneyTX	GrandprariTX	1	--	--	--
11/12	12:58P		Off-Peak	N&W	McKinneyTX	IncomingCL	1	--	--	--
11/12	4:09P		Off-Peak	N&W	McKinneyTX	WaxahachieTX	1	--	--	--
11/12	4:59P		Off-Peak	N&W	McKinneyTX	IncomingCL	5	--	--	--
11/12	6:16P		Off-Peak	N&W	McKinneyTX	WaxahachieTX	3	--	--	--
11/12	6:20P		Off-Peak	N&W	McKinneyTX	GrandprariTX	1	--	--	--
11/12	6:23P		Off-Peak	N&W	McKinneyTX	McKinneyTX	1	--	--	--
11/12	7:24P		Off-Peak	N&W	McKinneyTX	GrandprariTX	5	--	--	--
11/13	10:01A		Off-Peak	N&W	McKinneyTX	IncomingCL	5	--	--	--
11/13	10:11A		Off-Peak	N&W	McKinneyTX	EnnisTX	1	--	--	--
11/13	10:11A		Off-Peak	N&W	McKinneyTX	WaxahachieTX	1	--	--	--
11/13	10:12A		Off-Peak	N&W	McKinneyTX	IncomingCL	5	--	--	--
11/13	9:59P		Off-Peak	N&W	McKinneyTX	GrandprariTX	1	--	--	--
11/14	8:43A		Peak	Friends&Family	McKinneyTX	EnnisTX	12	--	--	--
11/14	2:52P		Peak	Friends&Family	McKinneyTX	EnnisTX	5	--	--	--
11/14	2:57P		Peak	Friends&Family	McKinneyTX	EnnisTX	7	--	--	--
11/14	3:45P		Peak	Friends&Family	McKinneyTX	EnnisTX	1	--	--	--
11/14	4:00P		Peak	Friends&Family	FriscoTX	EnnisTX	3	--	--	--
11/14	4:03P		Peak	Friends&Family	McKinneyTX	EnnisTX	15	--	--	--
11/14	6:06P		Peak	PlanAllow	McKinneyTX	IncomingCL	1	--	--	--
11/14	7:55P		Peak	PlanAllow	McKinneyTX	Toll-FreeCL	1	--	--	--
11/15	8:45A		Peak	Friends&Family	McKinneyTX	EnnisTX	16	--	--	--
11/15	2:02P		Peak	Friends&Family	McKinneyTX	EnnisTX	1	--	--	--
11/15	2:02P		Peak	Friends&Family	McKinneyTX	WaxahachieTX	4	--	--	--
11/15	2:27P		Peak	Friends&Family	McKinneyTX	EnnisTX	1	--	--	--
11/15	2:39P		Peak	Friends&Family	McKinneyTX	WaxahachieTX	1	--	--	--
11/15	2:39P		Peak	Friends&Family	McKinneyTX	EnnisTX	14	--	--	--
11/15	2:53P		Peak	Friends&Family	McKinneyTX	EnnisTX	11	--	--	--
11/15	5:01P		Peak	Friends&Family	McKinneyTX	IncomingCL	2	--	--	--
11/16	9:12A		Peak	Friends&Family	McKinneyTX	EnnisTX	2	--	--	--
11/16	9:13A		Peak	Friends&Family	McKinneyTX	EnnisTX	2	--	--	--
11/16	9:20A		Peak	Friends&Family	McKinneyTX	EnnisTX	4	--	--	--
11/16	9:26A		Peak	Friends&Family	McKinneyTX	EnnisTX	17	--	--	--

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## Voice,continued

Date	Time	Number	Rate	UsageType	Origination	Destination	Min.	Airtime Charges	LongDist/ OtherChgs	Total
11/16	12:20P	██████████	Peak	PlanAllow	McKinneyTX	Toll-FreeCL	3	--	--	--
11/16	12:51P	██████████	Peak	Friends&Family	McKinneyTX	EnnisTX	5	--	--	--
11/16	1:00P	██████████	Peak	Friends&Family	McKinneyTX	EnnisTX	10	--	--	--
11/16	1:33P	██████████	Peak	M2MAllow	FriscoTX	GrandprariTX	1	--	--	--
11/16	2:55P	██████████	Peak	Friends&Family	McKinneyTX	WaxahachieTX	3	--	--	--
11/16	2:58P	██████████	Peak	Friends&Family	McKinneyTX	EnnisTX	2	--	--	--
11/17	8:50A	██████████	Peak	Friends&Family	FriscoTX	EnnisTX	1	--	--	--
11/17	8:50A	██████████	Peak	Friends&Family	McKinneyTX	WaxahachieTX	1	--	--	--
11/17	8:51A	██████████	Peak	Friends&Family	McKinneyTX	IncomingCL	10	--	--	--
11/17	11:42A	██████████	Peak	Friends&Family	McKinneyTX	WaxahachieTX	6	--	--	--
11/18	8:04A	██████████	Peak	Friends&Family	McKinneyTX	WaxahachieTX	11	--	--	--
11/18	8:14A	██████████	Peak	Friends&Family	McKinneyTX	WaxahachieTX	1	--	--	--
11/18	8:15A	██████████	Peak	Friends&Family	McKinneyTX	WaxahachieTX	12	--	--	--
11/18	9:39A	██████████	Peak	M2MAllow	McKinneyTX	IncomingCL	2	--	--	--
11/18	11:28A	██████████	Peak	PlanAllow,CallVM	McKinneyTX	VoiceMailCL	2	--	--	--
11/18	12:54P	██████████	Peak	M2MAllow	McKinneyTX	GrandprariTX	4	--	--	--
11/18	2:15P	██████████	Peak	Friends&Family	McKinneyTX	WaxahachieTX	6	--	--	--
11/18	3:01P	██████████	Peak	PlanAllow	McKinneyTX	GrandprariTX	2	--	--	--
11/18	7:13P	██████████	Peak	Friends&Family	McKinneyTX	WaxahachieTX	26	--	--	--
11/19	9:06A	██████████	Off-Peak	N&W	McKinneyTX	WaxahachieTX	12	--	--	--
11/19	2:19P	██████████	Off-Peak	N&W	FriscoTX	EnnisTX	1	--	--	--
11/19	2:19P	██████████	Off-Peak	N&W	McKinneyTX	WaxahachieTX	13	--	--	--
11/19	2:32P	██████████	Off-Peak	N&W	McKinneyTX	EnnisTX	4	--	--	--
11/19	3:05P	██████████	Off-Peak	N&W	McKinneyTX	GrandprariTX	5	--	--	--
11/19	3:32P	██████████	Off-Peak	N&W	McKinneyTX	EnnisTX	5	--	--	--
11/19	3:57P	██████████	Off-Peak	N&W	McKinneyTX	EnnisTX	8	--	--	--
11/19	4:05P	██████████	Off-Peak	N&W	McKinneyTX	GrandprariTX	2	--	--	--
11/20	11:59A	██████████	Off-Peak	N&W	McKinneyTX	IncomingCL	12	--	--	--
11/20	1:55P	██████████	Off-Peak	N&W	McKinneyTX	EnnisTX	9	--	--	--
11/20	6:25P	██████████	Off-Peak	N&W	McKinneyTX	GrandprariTX	3	--	--	--
11/20	6:31P	██████████	Off-Peak	N&W	McKinneyTX	IncomingCL	1	--	--	--
11/21	12:28P	██████████	Peak	Friends&Family	McKinneyTX	IncomingCL	1	--	--	--
11/21	3:23P	██████████	Peak	Friends&Family	McKinneyTX	IncomingCL	2	--	--	--
11/22	9:51A	██████████	Peak	Friends&Family	McKinneyTX	EnnisTX	37	--	--	--
11/22	10:27A	██████████	Peak	Friends&Family	McKinneyTX	EnnisTX	12	--	--	--
11/22	11:14A	██████████	Peak	PlanAllow,CallVM	McKinneyTX	VoiceMailCL	1	--	--	--
11/22	11:35A	██████████	Peak	Friends&Family	McKinneyTX	EnnisTX	1	--	--	--
11/23	10:15A	██████████	Peak	Friends&Family	McKinneyTX	EnnisTX	16	--	--	--
11/23	12:24P	██████████	Peak	M2MAllow	McKinneyTX	GrandprariTX	1	--	--	--
11/23	12:31P	██████████	Peak	Friends&Family	McKinneyTX	EnnisTX	8	--	--	--
11/23	3:28P	██████████	Peak	Friends&Family	McKinneyTX	EnnisTX	1	--	--	--
11/23	3:29P	██████████	Peak	Friends&Family	McKinneyTX	EnnisTX	7	--	--	--
11/23	3:39P	██████████	Peak	PlanAllow,CallVM	McKinneyTX	VoiceMailCL	1	--	--	--
11/24	8:08A	██████████	Peak	Friends&Family	McKinneyTX	EnnisTX	11	--	--	--
11/24	10:23A	██████████	Peak	PlanAllow	McKinneyTX	GrandprariTX	1	--	--	--

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## Voice,continued

Date	Time	Number	Rate	UsageType	Origination	Destination	Min.	Airtime Charges	LongDist/ OtherChgs	Total
11/24	10:25A	██████████	Peak	M2MAllow	McKinneyTX	GrandprariTX	4	--	--	--
11/24	4:41P		Peak	PlanAllow	RiceTX	GrandprariTX	8	--	--	--
11/24	5:06P		Peak	Friends&Family	WilmerTX	EnnisTX	7	--	--	--
11/24	5:29P		Peak	M2MAllow	DallasTX	IncomingCL	2	--	--	--
11/25	9:48A		Peak	Friends&Family	McKinneyTX	EnnisTX	1	--	--	--
11/25	9:49A		Peak	Friends&Family	McKinneyTX	WaxahachieTX	1	--	--	--
11/25	10:07A		Peak	Friends&Family	McKinneyTX	IncomingCL	1	--	--	--
11/25	10:15A		Peak	Friends&Family	McKinneyTX	WaxahachieTX	1	--	--	--
11/25	10:23A		Peak	M2MAllow	McKinneyTX	IncomingCL	4	--	--	--
11/25	10:56A		Peak	Friends&Family	McKinneyTX	WaxahachieTX	6	--	--	--
11/25	11:12A		Peak	Friends&Family	McKinneyTX	WaxahachieTX	6	--	--	--
11/25	11:17A		Peak	Friends&Family	McKinneyTX	WaxahachieTX	1	--	--	--
11/25	11:18A		Peak	Friends&Family	McKinneyTX	WaxahachieTX	3	--	--	--
11/25	11:45A		Peak	PlanAllow	McKinneyTX	GrandprariTX	15	--	--	--
11/25	12:09P		Peak	M2MAllow	McKinneyTX	GrandprariTX	2	--	--	--
11/25	1:52P		Peak	Friends&Family	McKinneyTX	WaxahachieTX	6	--	--	--
11/25	1:57P		Peak	M2MAllow	McKinneyTX	GrandprariTX	1	--	--	--
11/25	4:52P		Peak	Friends&Family	McKinneyTX	EnnisTX	10	--	--	--
11/25	5:41P		Peak	PlanAllow	McKinneyTX	IncomingCL	4	--	--	--
11/26	10:10A		Off-Peak	N&W	McKinneyTX	IncomingCL	4	--	--	--
11/26	11:06A		Off-Peak	N&W	McKinneyTX	IncomingCL	1	--	--	--
11/26	11:07A		Off-Peak	N&W	McKinneyTX	EnnisTX	7	--	--	--
11/26	2:55P		Off-Peak	N&W	McKinneyTX	EnnisTX	4	--	--	--
11/27	1:31P		Off-Peak	N&W	McKinneyTX	GrandprariTX	2	--	--	--
11/27	1:34P		Off-Peak	N&W	McKinneyTX	IncomingCL	2	--	--	--
11/27	4:21P		Off-Peak	N&W	McKinneyTX	EnnisTX	2	--	--	--
11/27	4:26P		Off-Peak	N&W	FriscoTX	EnnisTX	6	--	--	--
11/27	5:59P		Off-Peak	N&W	McKinneyTX	GrandprariTX	2	--	--	--
11/27	7:19P		Off-Peak	N&W,CallVM	McKinneyTX	VoiceMailCL	2	--	--	--
11/28	8:46A		Peak	Friends&Family	FriscoTX	EnnisTX	4	--	--	--
11/28	12:18P		Peak	Friends&Family	PlanoTX	EnnisTX	2	--	--	--
11/28	12:24P		Peak	M2MAllow	PlanoTX	GrandprariTX	2	--	--	--
11/28	2:13P		Peak	PlanAllow	PlanoTX	GrandprariTX	1	--	--	--
11/28	2:14P		Peak	PlanAllow	PlanoTX	GrandprariTX	1	--	--	--
11/28	2:55P		Peak	Friends&Family	McKinneyTX	EnnisTX	4	--	--	--
11/28	2:59P		Peak	Friends&Family	McKinneyTX	EnnisTX	6	--	--	--
11/28	8:13P		Peak	PlanAllow	McKinneyTX	GrandprariTX	8	--	--	--
11/29	8:24A		Peak	Friends&Family	McKinneyTX	EnnisTX	4	--	--	--
11/29	8:46A		Peak	M2MAllow	McKinneyTX	IncomingCL	7	--	--	--
11/29	9:10A		Peak	M2MAllow	McKinneyTX	GrandprariTX	2	--	--	--
11/29	9:12A		Peak	PlanAllow,CallVM	McKinneyTX	VoiceMailCL	1	--	--	--
11/29	11:26A		Peak	PlanAllow	McKinneyTX	McKinneyTX	2	--	--	--
11/29	1:12P		Peak	Friends&Family	McKinneyTX	EnnisTX	6	--	--	--
11/30	11:24A		Peak	PlanAllow,CallVM	McKinneyTX	VoiceMailCL	3	--	--	--
11/30	11:47A		Peak	Friends&Family	McKinneyTX	EnnisTX	4	--	--	--

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## DetailforTrendanShavers:

## Voice,continued

Date	Time	Number	Rate	UsageType	Origination	Destination	Min.	Airtime Charges	LongDist/ OtherChgs	Total
11/30	11:51A		Peak	M2MAIlow	McKinneyTX	GrandprariTX	1	--	--	--
11/30	12:28P		Peak	M2MAIlow	McKinneyTX	IncomingCL	1	--	--	--
11/30	3:38P		Peak	PlanAllow	McKinneyTX	GrandprariTX	1	--	--	--
11/30	3:39P		Peak	PlanAllow	McKinneyTX	GrandprariTX	1	--	--	--
11/30	3:45P		Peak	PlanAllow	McKinneyTX	IncomingCL	6	--	--	--
11/30	4:23P		Peak	Friends&Family	McKinneyTX	EnnisTX	1	--	--	--
11/30	4:59P		Peak	Friends&Family	McKinneyTX	WaxahachieTX	10	--	--	--
11/30	7:04P		Peak	M2MAIlow	FriscoTX	GrandprariTX	1	--	--	--
11/30	8:47P		Peak	N&W,PlanAllow,Span	FriscoTX	IncomingCL	21	--	--	--
12/01	9:33A		Peak	Friends&Family	McKinneyTX	EnnisTX	1	--	--	--
12/01	9:33A		Peak	Friends&Family	McKinneyTX	WaxahachieTX	1	--	--	--
12/01	9:35A		Peak	Friends&Family	McKinneyTX	WaxahachieTX	4	--	--	--
12/01	4:21P		Peak	Friends&Family	McKinneyTX	EnnisTX	15	--	--	--
12/01	6:41P		Peak	M2MAIlow	McKinneyTX	IncomingCL	3	--	--	--
12/02	2:34A		Off-Peak	N&W	McKinneyTX	IncomingCL	1	--	--	--
12/02	10:03A		Peak	Friends&Family	McKinneyTX	EnnisTX	2	--	--	--
12/02	10:05A		Peak	Friends&Family	McKinneyTX	EnnisTX	19	--	--	--
12/02	12:33P		Peak	PlanAllow,CallVM	McKinneyTX	VoiceMailCL	2	--	--	--
12/02	12:35P		Peak	PlanAllow	McKinneyTX	GrandprariTX	1	--	--	--
12/02	2:05P		Peak	M2MAIlow	McKinneyTX	IncomingCL	1	--	--	--
12/02	2:55P		Peak	Friends&Family	McKinneyTX	EnnisTX	4	--	--	--
12/02	3:00P		Peak	Friends&Family	McKinneyTX	EnnisTX	2	--	--	--
12/02	3:15P		Peak	Friends&Family	McKinneyTX	EnnisTX	5	--	--	--
12/02	3:23P		Peak	PlanAllow	McKinneyTX	IncomingCL	1	--	--	--
12/02	3:29P		Peak	M2MAIlow	McKinneyTX	IncomingCL	1	--	--	--
12/02	5:02P		Peak	Friends&Family	McKinneyTX	EnnisTX	1	--	--	--
12/02	5:52P		Peak	Friends&Family	McKinneyTX	IncomingCL	7	--	--	--
12/03	12:30P		Off-Peak	N&W	McKinneyTX	EnnisTX	8	--	--	--
12/04	9:28A		Off-Peak	N&W	FriscoTX	EnnisTX	12	--	--	--
12/04	12:46P		Off-Peak	N&W	McKinneyTX	EnnisTX	4	--	--	--
12/04	12:50P		Off-Peak	N&W	McKinneyTX	GrandprariTX	2	--	--	--
12/04	1:38P		Off-Peak	N&W	McKinneyTX	IncomingCL	1	--	--	--
12/04	6:52P		Off-Peak	N&W	McKinneyTX	GrandprariTX	2	--	--	--
12/05	9:33A		Peak	M2MAIlow	McKinneyTX	GrandprariTX	7	--	--	--
12/05	1:48P		Peak	PlanAllow	McKinneyTX	IncomingCL	1	--	--	--
12/05	2:17P		Peak	M2MAIlow	McKinneyTX	GrandprariTX	1	--	--	--
12/05	2:22P		Peak	Friends&Family	McKinneyTX	EnnisTX	1	--	--	--
12/05	6:19P		Peak	M2MAIlow	McKinneyTX	GrandprariTX	1	--	--	--
12/05	7:11P		Peak	M2MAIlow	McKinneyTX	GrandprariTX	1	--	--	--
12/05	10:24P		Off-Peak	N&W	McKinneyTX	GrandprariTX	3	--	--	--
12/06	7:56A		Peak	Friends&Family	McKinneyTX	EnnisTX	19	--	--	--
12/06	8:16A		Peak	Friends&Family	McKinneyTX	EnnisTX	1	--	--	--
12/06	8:19A		Peak	Friends&Family	McKinneyTX	EnnisTX	8	--	--	--
12/06	1:03P		Peak	Friends&Family	McKinneyTX	EnnisTX	4	--	--	--
12/06	1:31P		Peak	Friends&Family	McKinneyTX	EnnisTX	7	--	--	--



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## DetailforTrendanShavers:

## Voice,continued

Date	Time	Number	Rate	UsageType	Origination	Destination	Min.	Airtime Charges	LongDist/ OtherChgs	Total
12/06	2:51P	██████████	Peak	Friends&Family	McKinneyTX	EnnisTX	1	--	--	--
12/06	4:07P		Peak	PlanAllow,CallVM	McKinneyTX	VoiceMailCL	1	--	--	--
12/06	5:16P		Peak	Friends&Family	McKinneyTX	EnnisTX	1	--	--	--
12/06	5:35P		Peak	Friends&Family	McKinneyTX	IncomingCL	1	--	--	--
12/06	5:36P		Peak	Friends&Family	McKinneyTX	EnnisTX	11	--	--	--
12/06	6:10P		Peak	M2MAllow	McKinneyTX	GrandprariTX	1	--	--	--
12/06	7:06P		Peak	PlanAllow	McKinneyTX	IncomingCL	10	--	--	--
12/07	10:12A		Peak	Friends&Family	FriscoTX	EnnisTX	1	--	--	--
12/07	1:45P		Peak	Friends&Family	McKinneyTX	EnnisTX	1	--	--	--
12/07	1:46P		Peak	Friends&Family	McKinneyTX	WaxahachieTX	6	--	--	--
12/07	2:52P		Peak	PlanAllow,CallVM	McKinneyTX	VoiceMailCL	1	--	--	--
12/07	2:53P		Peak	Friends&Family	McKinneyTX	GrandprariTX	1	--	--	--
12/08	7:42A		Peak	PlanAllow,CallVM	McKinneyTX	VoiceMailCL	1	--	--	--
12/08	10:11A		Peak	Friends&Family	McKinneyTX	EnnisTX	11	--	--	--
12/08	11:45A		Peak	M2MAllow	McKinneyTX	GrandprariTX	3	--	--	--
12/08	11:48A		Peak	M2MAllow	FriscoTX	IncomingCL	5	--	--	--
12/08	2:42P		Peak	PlanAllow,CallVM	McKinneyTX	VoiceMailCL	1	--	--	--
12/08	3:09P		Peak	M2MAllow	McKinneyTX	GrandprariTX	1	--	--	--
12/09	10:54A		Peak	Friends&Family	McKinneyTX	EnnisTX	15	--	--	--
12/09	2:58P		Peak	Friends&Family	McKinneyTX	EnnisTX	1	--	--	--
12/09	3:09P		Peak	M2MAllow	McKinneyTX	IncomingCL	1	--	--	--
12/10	10:41A		Off-Peak	N&W	McKinneyTX	EnnisTX	19	--	--	--
12/10	11:00A		Off-Peak	N&W	McKinneyTX	EnnisTX	6	--	--	--
12/10	11:05A		Off-Peak	N&W	McKinneyTX	EnnisTX	3	--	--	--
12/10	11:12A		Off-Peak	N&W	FriscoTX	GrandprariTX	1	--	--	--
12/10	12:35P		Off-Peak	N&W	FriscoTX	GrandprariTX	2	--	--	--
12/10	12:52P		Off-Peak	N&W	McKinneyTX	WaxahachieTX	4	--	--	--
12/10	1:25P		Off-Peak	N&W	McKinneyTX	IncomingCL	7	--	--	--
12/10	1:31P		Off-Peak	N&W	McKinneyTX	GrandprariTX	2	--	--	--
12/10	1:34P		Off-Peak	N&W	McKinneyTX	GrandprariTX	3	--	--	--
12/10	2:47P		Off-Peak	N&W	McKinneyTX	WaxahachieTX	1	--	--	--
12/10	2:47P		Off-Peak	N&W	McKinneyTX	EnnisTX	7	--	--	--

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**SummaryforTrendanShavers****YourPlan**

**NationwideTalkShare1400**  
(seepg3)

**Email&WebUnlimited**  
\$29.99monthlyaccesscharge  
Unlimited monthly kilobyte

**DataRoamUSA/Canada**

**500MSGAllowance+UNLINMSG**  
\$10.00monthlyaccesscharge  
Unlimited monthly M2MText  
Unlimited monthly M2MPIX&Video  
500 monthly message allowance  
\$.10permessage afterallowance

Havemorequestionsaboutyourcharges?  
GetdetailsforallyourUsageChargesat  
[www.verizonwireless.com](http://www.verizonwireless.com).SignintoMy  
VerizonandgotoMyBillandclickonUsage  
Details.

**Charges****MonthlyAccessCharges**

LineAccess11/11-12/10	9.99
\$9.99/mo/ fullmonth onnewplan	
Email&WebUnlimited11/11-12/10	29.99
500MSGAllowance+UNLINMSG 11/11-12/10	10.00
	<b>\$49.98</b>

**UsageCharges**

Voice		Allowance	Used	Billable	Cost
SharePlan	minutes	1400 (shared)	290	--	--
Friends&Family	minutes	--	2	--	--
MobiletoMobile	minutes	unlimited	115	--	--
Night/Weekend	minutes	unlimited	131	--	--
TotalVoice					\$ .00

**Messaging**

UnlimitedM2MText	messages	unlimited	66	--	--
UNLM2MPicture&Video	messages	unlimited	7	--	--
Text,Picture&Video	messages	500	147	--	--
TotalMessaging					\$ .00

**Data**

KilobyteUsage	kilobytes	unlimited	363,030	--	--
TotalData					\$ .00

**TotalUsageCharges** **\$ .00**

**VerizonWireless'Surcharges +**

FedUniversalServiceCharge	1.65
RegulatoryCharge	.16
AdministrativeCharge	.83
TXFranchiseSurchg	.28
TexasUniversalService	1.64

**OtherChargesandCredits**

CellularService-Reconnect	15.00
	<b>\$19.56</b>

**Taxes,GovernmentalSurchargesandFees +**

TXState911Fee	.50
TXStateSalesTax	5.80
McKinneyCitySalesTax	1.86
	<b>\$8.16</b>

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**TotalCurrentChargesfor469-964-7666****\$77.70**

+Percentage-basedtaxes,fees,andsurchargesapplytochargesforthislineplusthisline'sshareof accountcharges.

**DetailforTrendanShavers:[REDACTED]****Voice**

Date	Time	Number	Rate	UsageType	Origination	Destination	Min.	Airtime Charges	LongDist/ OtherChgs	Total
11/11	8:49A	[REDACTED]	Peak	M2MAIlow	McKinneyTX	IncomingCL	2	--	--	--
11/11	5:00P	[REDACTED]	Peak	M2MAIlow	McKinneyTX	GrandprariTX	2	--	--	--
11/11	6:00P	[REDACTED]	Peak	M2MAIlow	McKinneyTX	IncomingCL	1	--	--	--
11/11	7:56P	[REDACTED]	Peak	M2MAIlow	McKinneyTX	GrandprariTX	1	--	--	--
11/12	12:58P	[REDACTED]	Off-Peak	N&W	McKinneyTX	GrandprariTX	1	--	--	--
11/12	3:02P	[REDACTED]	Off-Peak	N&W	McKinneyTX	Toll-FreeCL	4	--	--	--
11/12	5:48P	[REDACTED]	Off-Peak	N&W	McKinneyTX	Toll-FreeCL	1	--	--	--
11/12	7:10P	[REDACTED]	Off-Peak	N&W	McKinneyTX	Toll-FreeCL	1	--	--	--
11/12	7:11P	[REDACTED]	Off-Peak	N&W	McKinneyTX	Toll-FreeCL	2	--	--	--
11/12	7:13P	[REDACTED]	Off-Peak	N&W	McKinneyTX	Toll-FreeCL	2	--	--	--
11/12	7:14P	[REDACTED]	Off-Peak	N&W	McKinneyTX	Toll-FreeCL	1	--	--	--
11/12	7:14P	[REDACTED]	Off-Peak	N&W	McKinneyTX	Toll-FreeCL	37	--	--	--
11/12	7:52P	[REDACTED]	Off-Peak	N&W	McKinneyTX	Toll-FreeCL	16	--	--	--
11/13	1:51P	[REDACTED]	Off-Peak	N&W	McKinneyTX	GrandprariTX	1	--	--	--
11/13	1:52P	[REDACTED]	Off-Peak	N&W	McKinneyTX	GrandprariTX	1	--	--	--
11/13	1:56P	[REDACTED]	Off-Peak	N&W	McKinneyTX	IncomingCL	1	--	--	--
11/13	1:57P	[REDACTED]	Off-Peak	N&W	McKinneyTX	IncomingCL	1	--	--	--
11/13	2:08P	[REDACTED]	Off-Peak	N&W	McKinneyTX	IncomingCL	1	--	--	--
11/13	10:00P	[REDACTED]	Off-Peak	N&W	McKinneyTX	IncomingCL	1	--	--	--
11/14	3:33P	[REDACTED]	Peak	PlanAllow	McKinneyTX	IncomingCL	8	--	--	--
11/14	3:42P	[REDACTED]	Peak	PlanAllow	McKinneyTX	IncomingCL	10	--	--	--
11/15	12:07P	[REDACTED]	Peak	PlanAllow	McKinneyTX	GrandprariTX	9	--	--	--
11/15	12:31P	[REDACTED]	Peak	PlanAllow	McKinneyTX	IncomingCL	33	--	--	--
11/15	3:46P	[REDACTED]	Peak	Friends&Family	McKinneyTX	IncomingCL	1	--	--	--
11/15	4:44P	[REDACTED]	Peak	PlanAllow	McKinneyTX	Toll-FreeCL	10	--	--	--
11/15	5:09P	[REDACTED]	Peak	PlanAllow,CallVM	McKinneyTX	VoiceMailCL	2	--	--	--
11/16	12:09P	[REDACTED]	Peak	M2MAIlow	McKinneyTX	IncomingCL	19	--	--	--
11/16	12:35P	[REDACTED]	Peak	M2MAIlow	McKinneyTX	GrandprariTX	1	--	--	--
11/16	2:13P	[REDACTED]	Peak	PlanAllow	McKinneyTX	IncomingCL	1	--	--	--
11/16	2:47P	[REDACTED]	Peak	PlanAllow	McKinneyTX	McKinneyTX	1	--	--	--
11/16	3:01P	[REDACTED]	Peak	PlanAllow	McKinneyTX	IncomingCL	3	--	--	--
11/16	6:07P	[REDACTED]	Peak	PlanAllow	McKinneyTX	IncomingCL	1	--	--	--
11/16	6:14P	[REDACTED]	Peak	M2MAIlow	McKinneyTX	GrandprariTX	1	--	--	--
11/16	7:06P	[REDACTED]	Peak	PlanAllow	McKinneyTX	IncomingCL	1	--	--	--
11/17	9:30A	[REDACTED]	Peak	PlanAllow	McKinneyTX	GrandprariTX	1	--	--	--
11/17	9:49A	[REDACTED]	Peak	PlanAllow,CallVM	McKinneyTX	VoiceMailCL	1	--	--	--
11/17	10:24A	[REDACTED]	Peak	M2MAIlow	McKinneyTX	GrandprariTX	1	--	--	--
11/17	10:25A	[REDACTED]	Peak	PlanAllow	McKinneyTX	GrandprariTX	1	--	--	--

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## Voice,continued

Date	Time	Number	Rate	UsageType	Origination	Destination	Min.	Airtime Charges	LongDist/ OtherChgs	Total
11/17	10:31A	██████████	Peak	PlanAllow	McKinneyTX	IncomingCL	4	--	--	--
11/17	10:43A	██████████	Peak	PlanAllow	McKinneyTX	IncomingCL	11	--	--	--
11/17	2:13P	██████████	Peak	PlanAllow	McKinneyTX	IncomingCL	1	--	--	--
11/19	4:05P	██████████	Off-Peak	N&W	McKinneyTX	IncomingCL	2	--	--	--
11/19	6:55P	██████████	Off-Peak	N&W	McKinneyTX	McKinneyTX	3	--	--	--
11/20	11:42A	██████████	Off-Peak	N&W,CalIVM	McKinneyTX	VoiceMailCL	2	--	--	--
11/20	5:34P	██████████	Off-Peak	N&W	McKinneyTX	IncomingCL	5	--	--	--
11/20	5:47P	██████████	Off-Peak	N&W	McKinneyTX	McKinneyTX	2	--	--	--
11/21	2:41P	██████████	Peak	PlanAllow	McKinneyTX	Toll-FreeCL	4	--	--	--
11/21	3:06P	██████████	Peak	Friends&Family	McKinneyTX	IncomingCL	1	--	--	--
11/21	3:29P	██████████	Peak	PlanAllow	McKinneyTX	Toll-FreeCL	7	--	--	--
11/21	3:35P	██████████	Peak	PlanAllow	McKinneyTX	GrandprariTX	1	--	--	--
11/21	3:44P	██████████	Peak	PlanAllow	McKinneyTX	IncomingCL	4	--	--	--
11/21	4:06P	██████████	Peak	PlanAllow	McKinneyTX	IncomingCL	5	--	--	--
11/21	7:58P	██████████	Peak	PlanAllow	McKinneyTX	IncomingCL	1	--	--	--
11/22	11:19A	██████████	Peak	PlanAllow,CalIVM	McKinneyTX	VoiceMailCL	1	--	--	--
11/22	1:50P	██████████	Peak	PlanAllow	McKinneyTX	IncomingCL	1	--	--	--
11/22	5:09P	██████████	Peak	PlanAllow	McKinneyTX	IncomingCL	1	--	--	--
11/22	5:28P	██████████	Peak	PlanAllow	McKinneyTX	IncomingCL	1	--	--	--
11/23	11:54A	██████████	Peak	M2MAllow	McKinneyTX	GrandprariTX	7	--	--	--
11/23	12:24P	██████████	Peak	M2MAllow	McKinneyTX	IncomingCL	1	--	--	--
11/23	3:24P	██████████	Peak	PlanAllow	McKinneyTX	GrandprariTX	6	--	--	--
11/23	4:22P	██████████	Peak	PlanAllow	McKinneyTX	IncomingCL	1	--	--	--
11/23	7:00P	██████████	Peak	M2MAllow	McKinneyTX	GrandprariTX	2	--	--	--
11/24	5:31P	██████████	Peak	M2MAllow	RichardsonTX	GrandprariTX	1	--	--	--
11/24	5:37P	██████████	Peak	M2MAllow	PlanoTX	GrandprariTX	2	--	--	--
11/24	9:44P	██████████	Off-Peak	N&W	McKinneyTX	IncomingCL	1	--	--	--
11/25	12:09P	██████████	Peak	M2MAllow	McKinneyTX	IncomingCL	1	--	--	--
11/25	12:15P	██████████	Peak	PlanAllow	McKinneyTX	IncomingCL	2	--	--	--
11/26	7:32P	██████████	Off-Peak	N&W	PlanoTX	GrandprariTX	6	--	--	--
11/27	5:59P	██████████	Off-Peak	N&W	McKinneyTX	McKinneyTX	3	--	--	--
11/27	8:41P	██████████	Off-Peak	N&W	McKinneyTX	GrandprariTX	4	--	--	--
11/28	7:42A	██████████	Peak	PlanAllow	McKinneyTX	LakedallasTX	1	--	--	--
11/28	8:13A	██████████	Peak	PlanAllow	McKinneyTX	LakedallasTX	5	--	--	--
11/28	8:42A	██████████	Peak	M2MAllow	McKinneyTX	GrandprariTX	4	--	--	--
11/28	8:49A	██████████	Peak	M2MAllow	AllenTX	IncomingCL	2	--	--	--
11/28	9:28A	██████████	Peak	M2MAllow	HebronTX	GrandprariTX	2	--	--	--
11/28	9:42A	██████████	Peak	M2MAllow	HebronTX	GrandprariTX	1	--	--	--
11/28	9:50A	██████████	Peak	M2MAllow	PlanoTX	GrandprariTX	2	--	--	--
11/28	11:24A	██████████	Peak	PlanAllow	PlanoTX	GrandprariTX	2	--	--	--
11/28	12:34P	██████████	Peak	PlanAllow	FriscotX	PlanoTX	3	--	--	--
11/28	3:34P	██████████	Peak	PlanAllow	McKinneyTX	SanfordFL	2	--	--	--
11/28	3:43P	██████████	Peak	PlanAllow	McKinneyTX	IncomingCL	3	--	--	--
11/28	5:07P	██████████	Peak	M2MAllow	McKinneyTX	IncomingCL	4	--	--	--
11/28	6:13P	██████████	Peak	M2MAllow	McKinneyTX	IncomingCL	2	--	--	--

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## Voice,continued

Date	Time	Number	Rate	UsageType	Origination	Destination	Min.	Airtime Charges	LongDist/ OtherChgs	Total
11/28	6:16P	██████████	Peak	M2MAIlow	McKinneyTX	IncomingCL	7	--	--	--
11/28	6:35P		Peak	M2MAIlow	McKinneyTX	IncomingCL	4	--	--	--
11/29	8:21A		Peak	PlanAllow	FriscoTX	LakedallasTX	3	--	--	--
11/29	9:58A		Peak	M2MAIlow	McKinneyTX	IncomingCL	3	--	--	--
11/29	12:42P		Peak	PlanAllow	McKinneyTX	IncomingCL	3	--	--	--
11/30	8:06A		Peak	PlanAllow	McKinneyTX	LakedallasTX	4	--	--	--
11/30	9:21A		Peak	PlanAllow	McKinneyTX	LakedallasTX	3	--	--	--
11/30	11:22A		Peak	PlanAllow	McKinneyTX	IncomingCL	2	--	--	--
11/30	11:51A		Peak	M2MAIlow	McKinneyTX	IncomingCL	1	--	--	--
11/30	12:02P		Peak	PlanAllow	McKinneyTX	RedwoodCyCA	1	--	--	--
11/30	12:28P		Peak	M2MAIlow	McKinneyTX	GrandprariTX	1	--	--	--
11/30	3:34P		Peak	PlanAllow	McKinneyTX	IncomingCL	1	--	--	--
11/30	7:04P		Peak	M2MAIlow	McKinneyTX	IncomingCL	1	--	--	--
12/01	8:52A		Peak	PlanAllow	McKinneyTX	IncomingCL	1	--	--	--
12/01	9:12A		Peak	PlanAllow	McKinneyTX	GrandprariTX	28	--	--	--
12/01	3:55P		Peak	PlanAllow	McKinneyTX	IncomingCL	1	--	--	--
12/01	4:17P		Peak	PlanAllow	McKinneyTX	IncomingCL	1	--	--	--
12/01	6:08P		Peak	M2MAIlow	McKinneyTX	GrandprariTX	2	--	--	--
12/01	6:27P		Peak	M2MAIlow	AllenTX	GrandprariTX	1	--	--	--
12/01	6:36P		Peak	M2MAIlow	FriscoTX	IncomingCL	1	--	--	--
12/01	6:41P		Peak	M2MAIlow	FriscoTX	GrandprariTX	3	--	--	--
12/02	2:32A		Off-Peak	N&W	HebronTX	GrandprariTX	1	--	--	--
12/02	2:34A		Off-Peak	N&W	HebronTX	GrandprariTX	1	--	--	--
12/02	2:05P		Peak	M2MAIlow	McKinneyTX	GrandprariTX	1	--	--	--
12/02	3:19P		Peak	M2MAIlow	McKinneyTX	GrandprariTX	8	--	--	--
12/02	3:29P		Peak	M2MAIlow	McKinneyTX	GrandprariTX	1	--	--	--
12/02	6:23P		Peak	M2MAIlow	McKinneyTX	GrandprariTX	3	--	--	--
12/03	12:49P		Off-Peak	N&W	McKinneyTX	GrandprariTX	2	--	--	--
12/03	4:30P		Off-Peak	N&W	McKinneyTX	ProsperTX	4	--	--	--
12/03	6:16P		Off-Peak	N&W	McKinneyTX	GrandprariTX	1	--	--	--
12/04	12:20P		Off-Peak	N&W	McKinneyTX	IncomingCL	12	--	--	--
12/04	12:50P		Off-Peak	N&W	McKinneyTX	IncomingCL	1	--	--	--
12/04	2:18P		Off-Peak	N&W	McKinneyTX	GrandprariTX	1	--	--	--
12/04	6:52P		Off-Peak	N&W	McKinneyTX	IncomingCL	1	--	--	--
12/05	11:04A		Peak	PlanAllow	McKinneyTX	IncomingCL	1	--	--	--
12/05	1:32P		Peak	PlanAllow,CalIVM	McKinneyTX	VoiceMailCL	1	--	--	--
12/05	1:33P		Peak	PlanAllow,CalIVM	McKinneyTX	VoiceMailCL	2	--	--	--
12/05	1:36P		Peak	PlanAllow,CalIVM	McKinneyTX	VoiceMailCL	1	--	--	--
12/05	2:17P		Peak	M2MAIlow	McKinneyTX	IncomingCL	1	--	--	--
12/05	2:56P		Peak	PlanAllow	McKinneyTX	SanfordFL	1	--	--	--
12/05	6:19P		Peak	M2MAIlow	McKinneyTX	IncomingCL	1	--	--	--
12/05	7:11P		Peak	M2MAIlow	McKinneyTX	IncomingCL	1	--	--	--
12/05	10:24P		Off-Peak	N&W	McKinneyTX	IncomingCL	3	--	--	--
12/06	2:46P		Peak	PlanAllow	McKinneyTX	IncomingCL	1	--	--	--
12/06	6:10P		Peak	M2MAIlow	McKinneyTX	IncomingCL	1	--	--	--



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## Voice,continued

Date	Time	Number	Rate	UsageType	Origination	Destination	Min.	Airtime Charges	LongDist/ OtherChgs	Total
12/07	1:18P	██████████	Peak	PlanAllow	McKinneyTX	IncomingCL	1	--	--	--
12/07	3:03P		Peak	PlanAllow	McKinneyTX	IncomingCL	1	--	--	--
12/07	4:22P		Peak	M2MAllow	McKinneyTX	GrandprariTX	1	--	--	--
12/07	7:35P		Peak	M2MAllow	FriscoTX	GrandprariTX	12	--	--	--
12/08	8:50A		Peak	PlanAllow	McKinneyTX	McKinneyTX	1	--	--	--
12/08	1:18P		Peak	PlanAllow	McKinneyTX	Toll-FreeCL	67	--	--	--
12/08	2:41P		Peak	PlanAllow	McKinneyTX	IncomingCL	1	--	--	--
12/08	3:09P		Peak	M2MAllow	McKinneyTX	IncomingCL	1	--	--	--
12/08	4:25P		Peak	PlanAllow	McKinneyTX	GrandprariTX	10	--	--	--
12/08	6:23P		Peak	PlanAllow	McKinneyTX	McKinneyTX	2	--	--	--
12/09	1:15P		Peak	PlanAllow	McKinneyTX	IncomingCL	1	--	--	--
12/09	3:08P		Peak	M2MAllow	McKinneyTX	GrandprariTX	1	--	--	--
12/09	4:25P		Peak	PlanAllow	McKinneyTX	IncomingCL	2	--	--	--
12/10	11:40A		Off-Peak	N&W	McKinneyTX	IncomingCL	5	--	--	--

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## Need-to-Know Information

### Limiting Notations On Payments

Written notations included with or on your payment cannot be reviewed when bills are processed and will not be honored. Please send such notation payment and any accompanying correspondence to the Correspondence Address on Page 2 of your bill.

### Electronic Fund Transfer (EFT)

Your check authorizes use either to make a one-time electronic funds transfer (EFT) from your account to process a check. An EFT may be withdrawn from your account the same day you make your payment and your check is not returned to you. If you want to be excluded from EFT, please call 1-866-544-0401. If payment is returned unpaid, you authorize us to collect an additional \$25 fee through EFT from your account.

### Important Information About Your Bill Appearance

Verizon Wireless has changed the way your Family Share Plan bill looks. No changes were made to your Family Share Plan rates or coverage. You will still enjoy all your plan benefits. The changes only apply to Family Share Plan.

#### Previous format:

A monthly access charge for your Family Share Plan was billed to the primary line.

Each "additional" Family Share Plan line was billed a monthly line access charge.

Allowances were distributed to the primary line first and any remaining minutes were then given to the secondary line(s).

#### New format:

We've introduced an Account monthly access charge. The monthly access charge for Family Share Plan will be billed to the "account" under the "Account Charges and Credits" section.

Each participating Family Share Plan line will be billed a Monthly Line Access charge.

Allowances are distributed on a first come first served basis with overage charges appearing under the "Accounts Charges and Credits" section.

Feature charges such as phone insurance and other charges such as 411, Long Distance and Roaming will continue to be billed for each line using those services.

Finally, if you choose to add additional lines to your Family Share Plan account, the activation fee for each of those additional lines will be \$35.00.

For more detail regarding these changes visit our On Line demo at [www.vzw.com/newbill](http://www.vzw.com/newbill) and review the last page of this bill.

### Experiencing A Problem With Your Verizon Wireless Device?

Just contact us toll-free at 1-866-406-5154 from a landline phone. If we can't resolve the problem and the problem is caused by a manufacturing defect within the first year you own the device, we'll send you a Certified Like-New Replacement (either a like unit or one of comparable quality) right to your door.

### Notice Of Administrative Charge Increase

Effective 1/1/2012, the monthly Verizon Wireless Administrative Charge for voice and email plans will increase from \$0.83 to \$0.99 per line for all eligible customers. The charge for Mobile Broadband customers will remain at \$.06. For information regarding this charge, call 1-888-684-1888. Please consult your Customer Agreement for information about rate changes.

### Attention Texas Customers

Beginning February 1, 2012, the Texas Universal Service Charge will increase due to a statutory rate change from 3.4 percent of assessable charges to a statutory rate of 4.3 percent of assessable charges. This surcharge appears in the "Verizon Wireless Surcharges" portion of your bill labeled as "TX Universal Service Charge". This is a Verizon Wireless charge, not a tax, to recover costs imposed on us by the State of Texas to support universal service.

This ticket has been rated as: **Good, I'm satisfied**

## Question #10518

Next

Tshavers 1 August 28, 2011 10:55

### Deposit

Assigned to Natalie 1 - Service Desk

Closed August 30, 2011 15:11 with priority normal

Inquiry Type:

"

Transfer Type:

"

Funds were:

"

Bank/Institution Name:

"

Reference No.:

"

Currency:

"

Amount:

"

Transfer Date:

"

Bitcoin Address:

"

Dwolla Account No.:

"

LR Account No.:

"

MTGOX Account No.:

"

First Name:

"

Last Name:

"

Tags:

deposit

Tshavers

User profile - Tshavers

English (en-US)

Tickets

New, Open, or Pending (0)

Solved or Closed (7)

Assigned to you (4)

User notes -

## Events



Tshavers

A deposit made over 2 hours ago and over 30 confirmations and still nothing.

Tags set to "deposit"

Subject set to "Deposit"

Status set to New

Requester set to Tshavers

Notification emailed to Tshavers (#10518557).

(By trigger "Notify requester on resolved request")

August 28, 2011 10:55

Client: Mozilla/5.0 (Linux; U; Android 2.2.1; en-us; ADR6400L 4G Build/FRG83D) AppleWebKit/533.1 (KHTML, like Gecko) Version/4.0 Mobile Safari/533.1  
IP Address: 108.39.10.213  
Location: , United States



Natalie  
Support Desk

Hello,

Could you please provide the details of the transaction such as the address you sent your bitcoins to and the amount?

Thanks,

MTGOX.com Team

[Make this comment private](#)

Assignee changed from - to Natalie  
 Group changed from - to 1 - Service Desk  
 Status changed from New to Pending  
 Notification emailed to Tshavers (# [REDACTED])  
 (By trigger "Notify requester of comment update")

August 26, 2011 14:15  
 Client: Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_6\_8; AppleWebKit/534.30 (KHTML, like Gecko)  
 Chrome/12.0.742.122 Safari/534.30  
 IP address: 110.50.70.24  
 Location: , Japan



Tshavers

Sent Address: 1Bu7iV7SCAKaDnDY4vJWoxNgM6MzV6xGZ  
 Amount: 33.4885

Trendon

*Make this comment private*

Status changed from Pending to Open  
 Notification emailed to Natalie (# [REDACTED])  
 (By trigger "Notify assignee of comment update")

August 26, 2011 14:28  
 Message ID [REDACTED]



Natalie  
 Support Desk

Hello,  
 The transfer in question is confirmed as having already been processed and credited to your account.  
 We apologize for any inconvenience this delay caused. If you have any further enquiries, please do not hesitate to contact Mt.Gox Support either by responding to this email (should the enquiry relate to this ticket) or by using the following support request form:  
 [REDACTED] tries [REDACTED] contact us

Thanks,

MtGox.com Team

*Make this comment private*

Priority changed from - to Normal  
 Type changed from - to Question  
 Status changed from Open to Solved  
 Notification emailed to Tshavers (# [REDACTED])  
 (By trigger "Notify requester of solved request")

August 26, 2011 14:05  
 Client: Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_6\_8; AppleWebKit/535.1 (KHTML, like Gecko)  
 Chrome/13.0.762.216 Safari/535.1  
 IP address: 110.50.70.24  
 Location: , Japan



Zendesk  
 System Account

Notification emailed to Tshavers (# [REDACTED])  
 Customer satisfaction changed from Unoffered to Offered

August 27, 2011 15:11 (By automation "Request customer satisfaction rating (System Automation)")



Tshavers

Satisfaction comment:  
 Customer satisfaction changed from Offered to Good

August 27, 2011 23:56



Zendesk  
 System Account

Status changed from Solved to Closed

August 30, 2011 15:11 (By automation "Close ticket 4 days after status is set to solved")

## Incident #19546

next

Tshavers

User profile - image

English (en-US)

Tickets

New, Open, or Pending (0)

Solved or Closed (7)

Assigned to you (4)

User notes -

Tshavers Feb 01 02:45

### Withdraw

Assigned to Natalie 1 - Service Desk

Closed Feb 05 11:14 with priority normal

Inquiry Type

"

Transfer Type

Dwolla

Funds were

Withdrawn

Bank/Institution Name

"

Reference No.

"

Currency

"

Amount

"

Transfer Date

"

Bitcoin Address

"

Dwolla Account No.

"

LR Account No.

"

MTGOX Account No.

"

First Name

"

Last Name

"

Tags

dwolla withdraw withdrawn

## Events



Tshavers

I did a withdraw for \$3000 via Dwolla and have not seen it hit my account yet. Is everything ok?

Thanks

DM

Trendon

Tags set to "dwolla withdraw"

Subject set to "Withdraw"

Status set to New

Requester set to Tshavers

Notification emailed to Tshavers (

(By trigger "Notify requester of received request")

February 01, 2012 02:45 (

Message ID: <CACJxWUy17UWAJXmmMeh\_mw+8Fa\_ytzwa\_vRMqIVbM+o6oQ@mail.gmail.com>



Natalie  
Support Desk

Hello Trendon,

The funds in question have been confirmed as processed and should now appear in your account.

We apologize for any inconvenience this may have caused. If you have any further enquiries, please do not hesitate to contact Mt.Gox Support either by responding to this email (should the enquiry relate to this ticket) or by using the following support request form:

Thanks,



MtGox.com Team

~~Make this comment private~~

Assignee changed from -to Natalie  
Priority changed from -to Normal  
Tags changed from "dovolla withdraw" to "dovolla withdraw withdrawn"  
Type changed from -to Incident  
Group changed from -to 1 -Service Desk  
Status changed from New to Solved  
Notification emailed to Tshavers @ [REDACTED]  
(By trigger "Notify requester of solved request")

February 01, 2012 10:03

Client: Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_6\_8; AppleWebKit/535.1 [KHTML, like Gecko])  
Chrome/13.0.782.220 Safari/535.1  
IP address: 110.50.70.24  
Location : Japan



Zendesk  
System Account

Notification emailed to Tshavers @ [REDACTED]  
Customer satisfaction changed from Unoffered to Offered

February 02, 2012 11:15 (By automation "Request customer satisfaction rating (System Automation)")



Zendesk  
System Account

Status changed from Solved to Closed

February 05, 2012 11:14 (By automation "Close ticket 4 days after status is set to solved")

## Incident #20015

next

Tshavers

User profile image

English (en-US)

Tickets

New, Open, or Pending (0)

Solved or Closed (7)

Assigned to you (4)

User notes -

Tshavers

Feb 06 23:18

### Dwolla

Assigned to Charlie T - Service Desk

Closed Feb 11 14:16 with priority normal

Inquiry Type

Transfer Type  
Dwolla

Funds were

Bank Institution Name

Reference No.

Currency

Amount

Transfer Date

Bitcoin Address

Dwolla Account No.

LR Account No.

MTGOX Account No.

First Name

Last Name

Tags

dwolla transaction

## Events



Tshavers

Completed a transaction yesterday for \$2600 which has yet to sent to my Dwolla account. Are there issues with Dwolla?

Thanks,  
Trendon Shavers.

Tags set to "dwolla transaction"

Subject set to "Dwolla"

Status set to New

Requester set to Tshavers

Notification emailed to Tshavers (

(By trigger "Notify requester of resolved request")

February 06, 2012 23:18 (

Message ID: <CAGLXWUhw2el3Fwam-yxuDu2QaM-zKRB-f4zPHQ6GfkdTXG9jg@mail.gmail.com>



Support Desk

Assignee changed from - to Charlie

Group changed from - to 1 - Service Desk

Status changed from New to Open

Notification emailed to Charlie (

(By trigger "Notify assignee of assignment")

February 07, 2012 10:46 (By web service)

Client: Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_6\_8; AppleWebKit/535.1 (KHTML, like Gecko))

Chrome/13.0.762.220 Safari/535.1

IP address: 110.50.70.24

Location: , Japan



Charlie  
MtGox

Hello,

The funds in question have been confirmed as processed and should now appear in your account.

We apologize for any inconvenience this may have caused. If you have any further enquiries, please do not hesitate to contact MtGox Support either by responding to this email (should the enquiry relate to this ticket) or by using the following support request form:

Amount: \$2,500,00000  
Label: MtGox.com withdrawal  
Requested: 2012-02-05 23:05:13  
Confirmed:  
Processed: 2012-02-06 19:34:23  
Stamp: 2012-02-06 19:34:30  
Status: processed

Thanks,

MtGox.com Team

~~Make this comment private~~

Priority changed from - to Normal

Type changed from - to Incident

Status changed from Open to Solved

Notification emailed to Ishavars (# [REDACTED])

(By trigger "Notify requester of solved request")

February 07, 2012 19:28

Client: Mozilla/5.0 (X11; Linux x86\_64; AppleWebKit/535.2 (KHTML, like Gecko) Ubuntu/10.04  
Chromium/15.0.874.109 Chrome/15.0.874.109 Safari/535.2  
IP address: 10.50.70.24  
Location: , Japan



Zendesk  
System Account

Notification emailed to Ishavars (# [REDACTED])  
Customer satisfaction changed from Unoffered to Offered.

February 08, 2012 14:15 (By automation "Request customer satisfaction rating (System Automation)")



Zendesk  
System Account

Status changed from Solved to Closed

February 11, 2012 14:15 (By automation "Close ticket 4 days after status is set to solved")

## Incident #22718

next

Tshavers

User profile - image

English (en-US)

Tickets

New, Open, or Pending (0)

Solved or Closed (7)

Assigned to you (4)

User notes -

### Withdraw

Assigned to Natalie 1 - Service Desk

Closed Mar 25 12:20 with priority normal

Inquiry Type

"

Transfer Type

Dwolla

Funds were

Withdrawn

Bank/Institution Name

"

Reference No.

"

Currency

"

Amount

"

Transfer Date

"

Bitcoin Address

"

Dwolla Account No.

"

LR Account No.

"

MTGOX Account No.

"

First Name

"

Last Name

"

Tags

dwolla withdraw withdrawn

### Events



Tshavers

I have not received my most recent Dwolla withdraw.

Please advise.

Trendon Shavers.

Tags set to "dwolla withdraw"

Subject set to "Withdraw"

Status set to New

Requester set to Tshavers

Notification emailed to Tshavers ( )

(By trigger "Notify requester of received request")

March 21, 2012 04:38 (By email to: )

Message ID: s



Natalie  
Support Desk

Hello Trendon,

The funds in question have been confirmed as processed and should now appear in your account.

We apologize for any inconvenience this may have caused. If you have any further enquiries, please do not hesitate to contact MTGOX Support either by responding to this email (should the enquiry relate to this ticket) or by using the following support request form:

Thanks,

12/18/12  
#22718 "Withdraw"  
MIGOX.com Team

~~Make this comment private~~

Priority changed from ~~to~~ to Normal  
Assignee changed from ~~to~~ to Natalie  
Tags changed from "dovolla withdraw" to "dovolla withdraw withdrawn"  
Type changed from ~~to~~ to Incident  
Group changed from ~~to~~ to Service Desk  
Status changed from New to Solved  
Notification emailed to Ishavars ()  
(By trigger "Notify requester of solved request")

March 21, 2012 11:55  
Client: Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_6\_8; AppleWebKit/535.14+ (KHTML, like Gecko))  
Chrome/17.0.963.78 Safari/535.1  
IP address: 110.50.70.24  
Location : Japan



Zendesk  
System Account

Notification emailed to Ishavars ()  
Customer satisfaction changed from Unoffered to Offered

March 22, 2012 12:17 (By automation "Request customer satisfaction rating (System Automation)")



Zendesk  
System Account

Status changed from Solved to Closed

March 25, 2012 12:20 (By automation "Close ticket 4 days after status is set to solved")

## Incident #24132

next

Tshavers

User profile image

English (en-US)

Tickets

New, Open, or Pending (0)

Solved or Closed (7)

Assigned to you (4)

User notes -

Tshavers | Apr 17 05:20 |

### Dwolla withdraws?

Assigned to Jasmine | Service Desk

Closed Apr 23 17:22 with priority normal

Inquiry Type  
Suspended

Transfer Type  
Dwolla

Funds were

Bank/Institution Name

Reference No.

Currency

Amount

Transfer Date

Bitcoin Address

Dwolla Account No.

LR Account No.

MTGOX Account No.

First Name

Last Name

Tags

dwolla suspended

## Events



Tshavers

Is there a problem with Dwolla withdraws?

Thanks,

...

Trendon Stavers,

Tags set to "dwolla"

Subject set to "Dwolla withdraws?"

Status set to New

Requester set to Tshavers

Notification emailed to Tshavers (by trigger "Notify requester on received request")



Jasmine  
Support Desk

"d287ee13-1972-4035-a456-77251082138"  
"32a600b1-3e21-4788-8944-ba6c2a767d8a"

April 17, 2012 13:56

Client: Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_6\_8; AppleWebKit/535.11 (KHTML, like Gecko) Chrome/17.0.983.83 Safari/535.11  
IP address: 110.50.70.24  
Location: Japan

Hello,



Jasmine  
Support Desk

Unfortunately, your transfer is still pending within the system. It should be completed shortly, and we will notify you as soon as it is credited on your account. Please be aware that due to the large amount, it is taking longer than usual to process. We apologize for any inconvenience caused and appreciate your patience through this matter.

Priority changed from - to Normal  
Assignee changed from - to Jasmine  
Tags changed from "dwolla" to "dwolla suspended"  
Type changed from - to Question  
Group changed from - to 1 - Service Desk  
Status changed from New to Open

April 17, 2012 13:58

Client: Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_6\_8; AppleWebKit/535.11 (KHTML, like Gecko))  
Chrome/17.0.963.83 Safari/535.11  
IP address: 110.50.70.24  
Location: , Japan



Jasmine  
Support Desk

Hello,

Unfortunately, your transfer is still pending within the system. It should be completed shortly, and we will notify you as soon as it is credited on your account. We apologize for any inconvenience caused and appreciate your patience through this matter.

Thanks,

MtGox.com Team

~~Make this comment private~~

Notification emailed to Tshavers (# [REDACTED])  
(By trigger "Notify requester of comment update")

April 18, 2012 14:06

Client: Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_6\_8; AppleWebKit/535.11 (KHTML, like Gecko))  
Chrome/17.0.963.83 Safari/535.11  
IP address: 110.50.70.24  
Location: , Japan



Jasmine  
Support Desk

Hello,

The funds in question have been confirmed as processed and should now appear in your account.

We apologize for any inconvenience this may have caused. If you have any further enquiries, please do not hesitate to contact MtGox Support either by responding to this email (should the enquiry relate to this ticket) or by using the following support request form:

Thanks,

MtGox.com Team

~~Make this comment private~~

Type changed from Question to Incident

Status changed from Open to Solved

Notification emailed to Tshavers (# [REDACTED])  
(By trigger "Notify requester of solved request")

April 19, 2012 16:07

Client: Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_6\_8; AppleWebKit/535.11 (KHTML, like Gecko))  
Chrome/17.0.963.83 Safari/535.11  
IP address: 110.50.70.24  
Location: Japan



Zendesk  
System Account

Notification emailed to Tshavers (# [REDACTED])  
Customer satisfaction changed from Unoffered to Offered

April 20, 2012 17:21 (By automation "Request customer satisfaction rating (System Automation)")



Zendesk  
System Account

Status changed from Solved to Closed

April 23, 2012 17:22 (By automation "Close ticket 4 days after status is set to solved")

## Incident #26296

[next](#)

Tshavers

[User profile](#) [image](#)

English (en-US)

Tickets

[New, Open, or Pending \(0\)](#)[Solved or Closed \(7\)](#)[Assigned to you \(4\)](#)[User notes -](#)

## Withdrawal

Assigned to Natalie 1 - Service Desk

Closed May 21, 12:13 with priority normal

Inquiry Type

"

Transfer Type

Dwolla

Funds were

Withdrawn

Bank/Institution Name

"

Reference No.

"

Currency

"

Amount

"

Transfer Date

"

Bitcoin Address

"

Dwolla Account No.

"

LR Account No.

"

MTGOX Account No.

"

First Name

"

Last Name

"

Tags

[dwolla](#) [withdrawal](#) [withdrawn](#)

## Events



Tshavers

It's been a week since my withdrawal via Dwolla. Can you give me an idea of when I should expect it?

Account: piratecat40

Thanks,

Trendon

Tags set to "dwolla withdrawal"

Subject set to "Withdrawal"

Status set to New

Requester set to Tshavers

Notification emailed to Tshavers (# [REDACTED])

(By trigger "Notify requester of received request")

Natalie  
Support Desk

Hello Trendon,

Unfortunately, due to huge volumes of Dwolla withdrawals, we are unable to complete your withdrawal at the moment and it would take up to 5 business days for the transfer to be processed. However, if you would like to cancel this transfer and have funds return to your MtGox account, you may request that. Please let us know how you wish to proceed. Our apologies for the delay and inconvenience caused.

Thanks,

MtGox.com Team



*Make this comment private*

Priority changed from - to Normal  
 Assignee changed from - to Natalie  
 Tags changed from "dwolla withdrawal" to "dwolla suspended withdrawal withdrawn"  
 Type changed from - to Incident  
 Group changed from - to 1 - Service Desk  
 Status changed from New to Open  
 Notification emailed to Tshavers ([REDACTED])  
 (By trigger "Notify requester of comment update")

May 16, 2012 09:40

Client: Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_6\_8; AppleWebKit/535.11 (KHTML, like Gecko))  
 Chrome/17.0.963.79 Safari/535.11  
 IP address: 110.50.70.24  
 Location: Japan



Natalie  
 Support Desk

Hello Tendon,

Could you please provide us the reference number of the withdrawal that you received in the withdrawal email as well so that we can check the status for you?

Thanks,

MGox.com Team

*Make this comment private*

Tags changed from "dwolla suspended withdrawal withdrawn" to "dwolla withdrawal withdrawn"  
 Status changed from Open to Pending  
 Notification emailed to Tshavers ([REDACTED])  
 (By trigger "Notify requester of comment update")

May 16, 2012 12:32

Client: Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_6\_8; AppleWebKit/535.11 (KHTML, like Gecko))  
 Chrome/17.0.963.79 Safari/535.11  
 IP address: 110.50.70.24  
 Location: Japan



Natalie  
 Support Desk

Hello Tendon,

Could you please tell us which Dwolla withdrawal you are referring to?

Thanks,

MGox.com Team

*Make this comment private*

Notification emailed to Tshavers ([REDACTED])  
 (By trigger "Notify requester of comment update")

May 17, 2012 10:43

Client: Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_6\_8; AppleWebKit/535.11 (KHTML, like Gecko))  
 Chrome/17.0.963.79 Safari/535.11  
 IP address: 110.50.70.24  
 Location: Japan



Tshavers

I did my Dwolla account shortly after I sent in the message, so everything is good to go.

Thanks again.

Tendon

*Make this comment private*

Status changed from Pending to Open  
 Notification emailed to Natalie ([REDACTED])  
 (By trigger "Notify assignee of comment update")



Natalie  
 Support Desk

Hello Tendon,

We are happy to hear that things have worked out for you. If you require any further assistance, please feel free to contact us again.

Thanks,

MGox.com Team

*Make this comment private*

Status changed from Open to Solved  
 Notification emailed to Tshavers ([REDACTED])  
 (By trigger "Notify requester of solved request")

May 17, 2012 11:24

Client: Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_6\_8; AppleWebKit/535.11 (KHTML, like Gecko))

Chrome/17.0.963.78 Safari/535.11

IP address: 10.80.70.24

Location: Japan

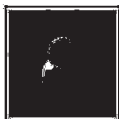
Zendesk  
System Account

Notification emailed to Tshavers (#26296362)

Customer satisfaction changed from Unoffered to Offered

May 18, 2012 12:14 (By automation "Request customer satisfaction rating (System Automater)")

Location: San Antonio, TX, United States

Zendesk  
System Account

Status changed from Solved to Closed

May 21, 2012 12:13 (By automation "Close ticket 4 days after status is set to solved")

Location: San Antonio, TX, United States

## Incident #33461

next

Tshavers

User profile - merge

English (en-US)

Tickets

New, Open, or Pending (0)

Solved or Closed (7)

Assigned to you (4)

User notes -

Tshavers Jul 26 03:27

### Limit change

Assigned to Danny T - Service Desk

Closed Aug 05 15:11 with priority normal

Inquiry Type

"

Transfer Type

"

Funds were

"

Bank/Institution Name

"

Reference No.

"

Currency

"

Amount

"

Transfer Date

"

Bitcoin Address

"

DWolla Account No.

"

LR Account No.

"

MTGOX Account No.

"

First Name

"

Last Name

"

Tags

btc withdraw

## Events



Tshavers

Can you please increase my BTC withdraw limit to the max

Thanks

...

Trendon Stavers,

Tags set to "btc withdraw"

Subject set to "Limit change"

Status set to New

Requester set to Tshavers

Notification emailed to Tshavers (

(By trigger "Notify requester on received request")



Danny  
Support Desk

Hello,

Thank you for the email. On checking we can see that the account is on AML 1 status and we have provided maximum BTC daily withdrawals for this account status. If you wish to increase further you need to get trusted status for the account. Please mail us the notarised identification and residential proof that you already provided us. It has to be sent to:

MTGOX-AML  
Cerulean Tower 15F  
Sakuragaoka-cho 28-1, Shibuya-ku  
Tokyo, Japan

150-8512

Once after we provide trusted status the BTC limits, USD limits can be increased.

Thanks,

MtGox.com Team

*Make this comment private*

Status changed from New to Open

Type changed from - to Incident

Priority changed from - to Normal

Group changed from - to 1 - Service Desk

Assignee changed from - to Danny

Tags changed from "btc withdraw" to "btc suspended withdraw"

Notification emailed to Tshavers ([REDACTED])

(By trigger "Notify requester of comment update")

July 26, 2012 09:00

Client: Mozilla/5.0 (Windows NT 5.1) AppleWebKit/536.11 (KHTML, like Gecko) Chrome/20.0.1132.57

Safari/536.11

IP address: 122.183.241.126

Location: Coimbatore, 25, India



Natalie  
Support Desk

Hello,

Would you require any further assistance regarding this matter?

Thanks,

MtGox.com Team

*Make this comment private*

Status changed from Open to Pending

Tags changed from "btc suspended withdraw" to "btc withdraw"

Notification emailed to Tshavers ([REDACTED])

(By trigger "Notify requester of comment update")

Notification emailed to Danny ([REDACTED])

(By trigger "Notify assignee of comment update")

July 27, 2012 14:04

Client: Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_6\_8) AppleWebKit/536.5 (KHTML, like Gecko)

Chrome/19.0.1084.56 Safari/536.5

IP address: 183.77.248.136

Location: Tokyo, 40, Japan



Natalie  
Support Desk

Hello,

We have attempted to contact you a number of times without success in relation to this issue. We apologize for any inconvenience caused, and should you still be experiencing the issues outlined in this support request, it would be greatly appreciated if you could contact us at your convenience.

If you have any further enquiries, please do not hesitate to contact MtGox Support either by responding to this email (should the enquiry relate to this ticket) or by using the following support request form:



Thanks,

MtGox.com Team

*Make this comment private*

Status changed from Pending to Solved

Notification emailed to Tshavers ([REDACTED])

(By trigger "Notify requester of solved request")

Notification emailed to Danny ([REDACTED])

(By trigger "Notify assignee of comment update")

August 01, 2012 14:09

Client: Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_6\_8) AppleWebKit/536.5 (KHTML, like Gecko)

Chrome/19.0.1084.56 Safari/536.5

IP address: 183.77.248.136

Location: Tokyo, 40, Japan



Zendesk  
System Account

Notification emailed to Tshavers ([REDACTED])

Customer satisfaction changed from Unoffered to Offered

August 02, 2012 15:12 (By automation "Request customer satisfaction rating (System Automation)")

Location: San Antonio, TX, United States

Status changed from Solved to Closed

August 05, 2012 15:11 (By automation "Close ticket 4 days after status is set to solved")



Zendesk  
System Account

Location: San Antonio, TX, United States



## Tshavers unverified

Satisfaction Statistics (historical)

Tickets: 7 Good: 1 Bad: 0

### Contact Information

[tshavers@mtgocog.com](mailto:tshavers@mtgocog.com)

[Send verification email again](#) or [verify now](#)

### Profile Information

- Access to Tickets requested by user
- Language: English
- [GMT+09:00] Tokyo
- Created August 26, 2011 10:55
- Last login never

## End-user

### Tickets

[New, Open, or Pending \(6\)](#)

[Solved or Closed \(7\)](#)

[Assigned to you \(4\)](#)

[New ticket](#)

User notes ~

Tickets (7)	CSs (0)	Topics (0)	Topic comments (0)	Votes (0)	Subscriptions (0)		
ID	Subject	Requester	Requested	Status	Group	Assignee	
Status Closed							
20016	Dwolla	Tshavers	Feb 08	Closed	1 - Service...	Charlie	
28295	Withdrawal	Tshavers	May 16	Closed	1 - Service...	Natalie	
33451	Limit change	Tshavers	Jul 26	Closed	1 - Service...	Danny	
19545	Withdraw	Tshavers	Feb 01	Closed	1 - Service...	Natalie	
24132	Dwolla withdraws?	Tshavers	Apr 17	Closed	1 - Service...	Jasmine	
10518	Deposit	Tshavers	August 28, 2011	Closed	1 - Service...	Natalie	
22718	Withdraw	Tshavers	Mar 21	Closed	1 - Service...	Natalie	

\* 0c3b10ff-fc8d-4c00-b141-a8d0b17  
- label: WOODFOREST NATIONAL BANK  
- aba: 113008465  
- account\_number: [REDACTED] 2815  
- address: [REDACTED]  
- city: [REDACTED]  
- country: USA  
- name: TRENDON SHAVERS  
- postalcode: [REDACTED]  
- region: Texas  
- transfer\_type: US (intl to ABA)  
\* 233a2d2d-de65-47e1-f30f-717d011ee228  
- label: dwolla  
- account\_number: [REDACTED]-5107  
\* 51681ffa-a8d8-4357-6275-e19eca4dac2f  
- label: Dwolla - Main Account  
- account\_number: [REDACTED]-5107